

## OVERALL CARE

## AREA FOR IMPROVEMENT: Patient feedback and complaints

SPECIFIC QIP	QIP ACTIONS	WHAT WILL IMPROVE?	TIMELINE
To ensure patients who want to are aware of how to provide feedback or complaints.	<ul style="list-style-type: none"> <li>All service users are provided with a booking pack at their first antenatal visit. The contact details for HSE 'Your Service, Your Say' will now be included as part of the booking pack.</li> <li>The midwifery team will also explain the details of the service, as they go through the content within the pack.</li> </ul>	<ul style="list-style-type: none"> <li>Increased awareness for the service user that there is a process by which they can provide feedback or to make a complaint.</li> <li>An acknowledgement by the staff to the service user of the service and advising that feedback is always welcome.</li> </ul>	Q4 2025
	<ul style="list-style-type: none"> <li>Increased signage regarding options for providing feedback/making complaints, displayed in all inpatient and outpatient clinical areas.</li> <li>Prominent display of 'Your Service, Your Say' feedback forms.</li> <li>Hospital booklets easily accessible in clinical areas.</li> </ul>	<ul style="list-style-type: none"> <li>Improved visibility of the service to patients.</li> <li>Process for feedback clarified.</li> <li>Positive promotion of the service.</li> <li>Will make feedback leaflets easily accessible to all users.</li> </ul>	
	<ul style="list-style-type: none"> <li>Install clearly identified 'Your Service, Your Say' boxes for collection of completed feedback forms in the outpatients' department and on the Maternity ward.</li> </ul>	<ul style="list-style-type: none"> <li>Positive promotion of the acceptance of feedback and or compliments/complaints.</li> <li>Will allow for confidential return of feedback forms.</li> </ul>	
	<ul style="list-style-type: none"> <li>Maintaining strong connections with the Patient Services Office in University Hospital Waterford.</li> </ul>	<ul style="list-style-type: none"> <li>This enables us to respond promptly and appropriately to feedback or complaints and concerns.</li> <li>Open transparency promotes positive engagement and can resolve issues without the need for a formal process.</li> </ul>	

## LABOUR AND BIRTH

## AREA FOR IMPROVEMENT: Labour and birth

SPECIFIC QIP	QIP ACTIONS	WHAT WILL IMPROVE?	TIMELINE
Shortly after your baby was born, did you have the opportunity to ask the midwives or doctors questions about your labour and the birth?	<ul style="list-style-type: none"> <li>Establishment of the Williamstown Post Natal Hub</li> <li>A scheduled post-natal appointment system will offer a dedicated time to all women, irrespective of delivery, risk category or care pathway, in the post-natal period to raise any questions or concerns that they have, such as:               <ul style="list-style-type: none"> <li>Physiotherapy input</li> <li>Infant feeding</li> <li>Perinatal mental health</li> <li>Birth trauma resolution</li> <li>Pathways of care for future pregnancies</li> <li>Debriefing appointments</li> <li>Communications with GP/PHN</li> </ul> </li> <li>These appointments will be scheduled 2-3 weeks post-delivery to allow a settling period post delivery.</li> </ul>	<ul style="list-style-type: none"> <li>The following supports will be available to all:               <ul style="list-style-type: none"> <li>Mother and Baby checks</li> <li>Lactation Consultant support and education</li> <li>Physiotherapy support and education</li> <li>Peri-Natal Mental Health Support</li> <li>Dietitian support and education</li> <li>Contraception advice</li> <li>Bereavement Support</li> </ul> </li> </ul>	Q1 2026
	<ul style="list-style-type: none"> <li>A text reminder system will be in place to support attendance and promote contact with all patients allowing an opt in opt out approach.</li> <li>The service will be open to communication from GP's or Public Health Nurses who feel a patient may require earlier intervention or benefit from more than one appointment.</li> <li>GP's will receive a discharge report at the end of the 6 week post-natal/partum period.</li> </ul>	<ul style="list-style-type: none"> <li>Communication.</li> </ul>	Q1 2026
Shortly after your baby was born, did you have the opportunity to ask the midwives or doctors questions about your labour and the birth?	<ul style="list-style-type: none"> <li>Satellite hubs, already in operation, will remain in place. All environments are dedicated to supporting women and creating environments where they feel comfortable and supported.</li> </ul>	<ul style="list-style-type: none"> <li>Access to those not in a position to attend the new post-natal hub.</li> </ul>	Q1 2026
	<ul style="list-style-type: none"> <li>Miscellaneous.</li> </ul>	<ul style="list-style-type: none"> <li>On-site parking</li> <li>Elevator to top floor</li> <li>Spacious lobby for buggies and prams</li> <li>Spacious waiting area to facilitate small group talks or information sessions</li> <li>Baby changing facilities</li> <li>Client W/C</li> <li>TV screen</li> <li>Refreshment making facilities</li> </ul>	Q1 2026